

Case Management Bridge Crossings

Bridging the Chasms of Case Management . . . making it a reality

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Howdy! A big hello to y'all from a Texas girl like me, trying to acclimate (but enjoying it) to the much colder climate of northern Virginia. I am the new Program Manager for Case Management, having replaced Maj Melanie Prince in August. I am awed and grateful for the opportunity to serve at this level with so many talented professionals. I hope I can contribute positively to improving and sustaining the health and improving the health care of our beneficiaries.

Let me recap the evolving focus of the TMA Population Health/Medical Management Division (PHMMD).

- The division had been working on separate DoD instructions (DoDIs) for utilization and case management. These are now being combined into a single "Medical Management" DoDI instead. (See the Apr 02 newsletter for more information on Medical Management.) We are working hard on completing this, collaborating with all the Services for their input. In addition to the DoDI, TMA will be publishing a *Medical Management Guide* to supplement the DoDI. It will provide more in-depth guidelines than the DoDI, along with an accompanying CD ROM with many resources to add to your toolkit. **Medical Management will be the basis for utilization management efforts in the direct care system and will be highlighted at the TRICARE Conference at the end of January.**
- We are working on the third module of the online case management training course! The second module is currently being field tested and will soon be available for widespread use.
- Another issue that has recently brought more intense attention is the DoD/VA "Seamless Transition Task Force." Transitioning service personnel from the MHS to the VA must become seamless, especially for those discharged from the military with combat-related injuries. Currently, there are many Army soldiers affected from OEF/OIF undergoing this transition. If you have dealt with this issue or have information to pass along, please contact me.
- A very dedicated working group, the Joint Family/Military Healthcare System Task Force on the Quality of Life for Military Families with Special Needs headed by Dr. Rebecca Posante has been created and our division will be intimately involved with this process. The group is striving to improve the communication of information and assistance for family members with special needs.
- Occupational health initiatives are becoming more prominent. As part of the Medical Case Management Integrated Process Team (IPT) under the DoD Prevention, Safety, and Health Promotion Council, the application of medical case management to occupational health programs and the impact on lost work days for civilian and military employees will receive detailed attention.
- We will be working to update the look and feel of the Case Management website linked to the Office of the Chief Medical Officer (OCMO) website at http://www.tricare.osd.mil/OCMO/case_management.cfm
- The issue of documenting and capturing workload criteria for all the case managers' work is still pending. It is not as easy as just asking for a MEPRS code to be assigned for case management! There are business rules to follow, as well as coding issues to be addressed.

- Our division completed a strategic planning meeting, having established our mission and vision:

Mission: The PHMM division provides policies, instructions, programs, forums, and resources to measure, improve, and sustain the health status of the population.

Vision: We are the definitive source for population health information to facilitate the transformation of the MHS from a reactive to a proactive healthcare system.

Did you know the PHMMD (formerly known as the MHS Optimization & Population Health Support Center) has a website? Check us out ... <http://www.mhsophsc.org/public/home.cfm>

One last note....UM Training for different TRICARE regions began in October 2003 as follows:



1 & 2 October 03 - Region 2

30 & 31 October 03 - Westpac and Region 1

18 & 19 November 03 - Regions 9 & 10

2-4 December 03 – Region 3, 4 & 6

16-18 January 04 - Regions 11 & Alaska

Kathy Michael and Karen Patch from the Iowa Foundation for Medical Care (IFMC) are the instructors for this course. Topic outline includes the history of UM, population health improvement, data quality, the 12-step UM process, metrics, knowledge management, and decision making. For more information, contact Kathy Michael at (703) 575-6104. There is also an online UM training module on the PHMMD website. To register for any of the online courses: http://www.mhsophsc.org/public/user_registration_step_1.cfm

Please let me know if there is anything you would like to hear or learn about in future issues of *Bridge Crossings*. I would like this to be a forum for sharing, learning, and communicating important information.

I hope to meet some of you at the **January 2004 TRICARE conference** in Washington, DC! Please stop by our **PHMMD booth** to check out our exhibit and plan to attend our presentation entitled **Utilization Management for the Direct Care System: The Medical Management Model** in the clinical track ☼

Thank you for the excellent care you provide to our beneficiaries day in and day out. Have a wonderful holiday season ... until we meet again in January 2004!



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